



SERVICE & REPAIR

We make every effort to produce the most durable, long-lasting weather, marine, and automotive products possible. However, certain components are subject to wear and tear. Lightning, rain, salt spray, snow, and sleet; freezing temperatures and high heat; small mammals, insects and birds...many factors can take their toll. Because we know this, and because we know how important your purchase is to you, we are committed to providing the best possible service program we can.

Service In the USA and Canada

In the USA and Canada, the Davis Instruments Technical Support team is your one-stop source for information, troubleshooting, replacement parts, and service.

E-MAIL	
Technical Support Sales & Customer Service Weather Club E-Newsletter Compliance Engineer Webmaster	support@davisnet.com sales@davisnet.com news@davisnet.com compliance@davisnet.com webmaster@davisnet.com
TELEPHONE	
Main Phone Customer Service Technical Support Main Fax Tech Support Fax	Monday- Friday 7:00 A.M. to 5:30 P.M. PST (510) 732-9229 (800) 678-3669 (USA & Canada) (510) 732-7814 (510) 732-9188 (510) 670-0589

What if my unit needs repair?

Be sure to talk to us before you send your unit in for service. We may be able to help you solve the problem over the phone. Or, we may be able to send you some replacement parts which you can install yourself. If the unit needs to come in for repair, we can help determine if you need to send us the entire item or only a part of it. We can also advise you whether or not the repair is likely to be covered under warranty, and what the estimated charges, if any, will be.

How much will I be charged for the repair?

If you purchased the item within the last 12 months and the type of repair is covered under the terms of our warranty, you will not be charged. If you purchased the unit more than 12 months ago or the type of repair is not covered under our warranty, we will need to charge you for the repair. Most non-warranty repairs are covered by our standard repair charge. We can tell you what this is when you call. Certain repairs (such as those for lightning damage on a Weather Station) may cost more, or the item may not be repairable at all. If we find that there is nothing wrong with the unit, we will charge the minimum standard repair charge.

Outside the USA and Canada

If you are outside the USA or Canada, please contact your local dealer or distributor first. Check our International Dealer list for a reseller in your country. Many of our overseas dealers and distributors have complete factory-authorized service centers, and are fully prepared to answer your inquiries. Please contact us only if you cannot get satisfaction from your dealer.

How can I help the Service Representative help me?

Be prepared. You will be asked for the name, model number, and serial number (if there is one) of your Davis product and accessories, and when you purchased them. It helps to have a copy of your original invoice (whether it's from us or from one of our dealers or distributors) in front of you. If you're calling about your Weather Station or DriveRight, it's best to have it nearby, since we may ask you to perform a few simple tasks while you're on the phone.

Who pays for shipping?

You are always responsible for the cost of shipping the part to us whether it is under warranty or not. On warranty repairs, we will pay for return shipping via surface to a destination in the USA or Canada. In all other cases, we will charge you for the cost of returning the unit. This includes non-warranty repairs, units shipped via expedited service, and units shipped to destinations outside the USA or Canada.

How do I pay for the repair?

We will discuss the estimated charge with you when you call. You can either send us a check for that amount or you can give us your VISA or MasterCard number, along with the expiration date. If the actual charges exceed the estimated charges, we will contact you before proceeding. We do not ship COD.

How should I ship the item back?

Be sure to contact our Tech Support team before shipping your items back for repair. If you are in the USA, pack it up as securely as possible and ship it to us via Insured Parcel Post, UPS, Federal Express, or the like.

Contact Tech Support First

E-MAIL	
Technical Support	support@davisnet.com
TELEPHONE	Monday- Friday 7:00 A.M. to 5:30 P.M. PST
Technical Support Fax to Tech Support	(510) 732-7814 (510) 670-0589

Returns

With your shipment, Include:

- Your name
- Your address
- Your daytime phone number
- Payment information or "Contact Me for payment"
- A complete description of the problem
- When and where you purchased the item. If possible, include a copy of the original invoice.

Package and Shipping Instructions:

- **Do not ship via** regular airfreight, as this may result in excessive customs brokerage fees or other clearing charges, which are out of our control.
- **Send via** Insured Air Parcel Post (if possible). If sending via an international courier service such as UPS, Federal Express, or DHL, make sure there will be no charges at the destination; you are responsible for any such charges.
- **Mark the package** "USA-Made Item Returned for Repair"
- **Ship to:**
Davis Instruments
3465 Diablo Avenue
Hayward, California 94545 USA

If you are in Canada or overseas, please contact your local dealer or distributor first. They may be able to handle the problem directly.

How long will it be before I have my Davis product back?

In most cases, we will ship your unit back to you within two weeks of receipt. It may take longer if there are questions or problems that we need to discuss with you. To avoid delays, please be as complete as possible when describing the problem, and be sure to include a phone number where we may reach you during the day.

What if I need faster service?

All submitted items are serviced on a "first in, first out" basis. We do not provide an expedited or priority repair service. If you are in a hurry, you can shorten the total time the unit is out of service by shipping it to us via next day delivery and requesting that we return the unit to you the same way. Depending on where you are located, this can shorten the time the unit spends in transit by two weeks or more. We must, of course, charge you for the cost of returning the unit to you by next day delivery, whether it is under warranty or not.

Can I call to find out the status of my repair?

If it has only been a short while since you shipped your item, please do not call us to check on its status. Your item will be serviced and returned to you within our normal processing time. If you want to make sure that we have received the shipment, send it in a way that can be easily traced. Contact your local post office or UPS for details. Of course, you are welcome to call us if you have not heard from us after several weeks, or if you have other questions.

For how long is the repair warranted?

All repairs are warranted for 90 days. The warranty covers each component that you sent in, whether or not we actually had to repair that component. If anything should go wrong with any of these components within 90 days of service, we will repair it for free.